



Working better together
for our residents

Landscape Services Manager

> Places and Estates > Estate Services Team

What's it all about

Reporting to Head of Estate Services, you have oversight for the landscaping services being delivered across NHG. You take the lead on ensuring the provision of a high-quality service on our estates and gardens to achieve high levels of customer satisfaction.

How you'll make a difference

You will be responsible for ensuring strategies and operational practices are in place for the effective and efficient delivery of Landscape Services. You will work closely with the Estate Services and operational teams, to deliver Landscape Services with continual development of good practice with regards to estate environmental issues and landscaping

You will manage the Landscape Services contracts and monitor contractor performance, ensuring that the contractor provides an effective, customer-focused and consistent service across all Localities, achieving business KPIs.

By externally representing and promote NHG effectively on matters relating to Landscape Services by creating a professional and positive image.

Ensuring that the Landscape Officers are well managed, motivated and developed to enable continuous improvement and strong engagement.

By acting as the expert and point of contact in relation to Landscape Services queries from internal and external customers and stakeholders to provide advice and guidance and follow up as appropriate, this includes supporting with party wall claims and subsidence claims and support with landscaping related repair enquires such as buddleia or tree root related damage.

How you'll do it

You will monitor and review the internal and external environment to ensure compliance and best practice are adhered to in the delivery of Landscape Services. This includes all Health and Safety, COSHH and relevant regulation to promote a positive health and safety culture that is in line with all policies and procedures.

By managing activities, resources, people, third party contractors and information to ensure the Landscape Services delivered meet business objectives, safety requirements, represents good value for money to our customers, protects our assets, and aligns to best practice and continuous improvement.

By managing and assisting in the re-tendering of contracts as needed in relation to gardening, grounds maintenance, tree works, tree surveys and other contracts involving Landscape Services.

You will oversee the tree management service across all NHG via the Landscape Officers ensuring that the annual tree management programme developed and completed.

By overseeing management of all green and brown roofs, ensuring a correct maintenance schedule is implemented and the annual works are completed and oversee the treatment, management and eradication of invasive species such as Japanese Knotweed.

Working with Development colleagues as needed with regards to new property / scheme developments to prepare for any upcoming Landscape Services that may be needed and provide advice to the Development team in the implementation of proposed new build sites, and in assessing the quality of works prior to sign off on completion.

Preparing and continuously monitoring the Landscape Services budget to ensure that Landscape Services provide value for money, taking seasonal changes into consideration and ensuring the successful completion of all annual landscape improvement works.

Producing reports in relation to Landscape Services as required.

Ensuring that you follow and keep up to date with all relevant Notting Hill Genesis and statutory policies and related procedures including health and safety and financial regulations.

Hybrid arrangements – at least two days a week in our estates and likely two days in an office working with others. Depending on work and interactions required working from home may be possible one day a week.

All about you

Behaviours for success

Our values set out what we stand for. You'll need to show us how you match them and how you'll behave to ensure those are visible when carrying out your work.

- Compassionate
- Progressive
- Dependable
- Inclusive
- Empowered

This role is at a manager level

And it is expected that you will be:

Well versed in the practices of horticulture and arboriculture services

Passionate about delivering excellent customer services

Committed to our values within NHG

Driven to keep our estates and residents safe through high performance

Self motivated to learn and develop in line with best practices and legislative updates

A leader who works well with others who can motivate and inspire change within NHG

Happy working outside on the estates as well as in an office

Essential knowledge, experience and skills including qualifications and professional membership

- Qualification in social housing at level 4 or a willingness to work towards it
- HND or equivalent in horticulture, or significant horticultural and/or parks management experience, experience of Tree Management within the urban environment and a commitment to continuing professional development.
- Knowledge of the relevant legislative framework for Landscape Management and proven ability to manage risk and understand the impact for the wider business, ensuring that all policies and procedures are adhered to so that consistent and standard practice is achieved across the organisation
- Demonstrable Landscape Management experience.
- Experience of contract and budget management, with proven ability to profile budgets to match season variations.
- Proven experience and ability to deliver excellent customer care and valuing diversity
- Intermediate IT and systems skills including Microsoft office
- This role is subject to a basic criminal record check (CRB) issued by the disclosure and barring service (DBS)